

City of Fort Worth, Texas

Job Description

Classification Title	Community Services Manager		
Job Code:	MG1161	Job Family:	Management
Pay Grade	613	Date Reviewed:	07/06/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Plans, directs, manages and oversees the activities, personnel and operations of the Neighborhood Education Office. Coordinates assigned activities with other departments and outside agencies; provides information on citywide issues; and advises the City Manager, Assistant City Manager, Department heads, Mayor and City Council on media and public outreach efforts.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; and recommends and administers policies and procedures.
3. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned city service programs, service delivery methods and procedures; and works with employees on the continuous improvement of city services.
4. Reviews and oversees the delivery of materials and presentations to schools, after-school programs, neighborhood organizations, civic organizations, non-profits and other groups requesting services.
5. Establishes effective communication between the Mayor, City Council, and/or related Boards Parks Advisory and/or Fort Worth ISD Board to achieve approval for program operations and presentations.
6. Oversees the implementation of public outreach tools for the City. Works with other departments to identify the needs and solutions for communication problems.
7. Oversees and participates in the development and administration of the division's annual budget. Participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approve expenditures; and implements adjustments.

8. Serves as staff on a variety of boards, commissions and committees. Prepares and presents activity and staff reports and other necessary correspondence; and provides staff assistance to senior management personnel.
9. Develops and oversees the City's volunteer programs. Conducts a variety of organizational studies, investigations and operational studies; and recommends modifications to programs, policies and procedures as appropriate.
10. Provides mediation for neighborhood issues and disputes.
11. Performs other related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Operational characteristic, services and activities of community service programs.
- Principles and practices of public administration, management, city organization and departmental responsibilities.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Neighborhood By-laws.
- Parliamentary procedures.
- Pertinent Federal, State and local laws, codes and regulations.
- Fort Worth organizations and neighborhoods.

- **Skill in:**

- Computers and applicable software.
- Interpersonal relations and networking.
- Public speaking.
- Organization and time management.
- Event planning.
- Mediation.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Oversee and participate in the management of a comprehensive community service program.
- Oversee, direct and coordinate the work of subordinate employees.
- Select, supervise, train and evaluate subordinate employees.
- Participate in the development and administration of division goals, objectives and procedures.
- Conduct ongoing research and investigate new tools for outreach.
- Create comprehensive plans for large scale events.
- Prepare and administer large program budgets.
- Coordinate with department volunteer coordinators.

- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Establish and maintain effective working relationship.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Business Management, Physical Education, Counseling or a related field and five years of increasing responsible community programming experience, including two years of administrative and supervisory responsibility.

OTHER REQUIREMENTS

Possession of, or ability to obtain, an appropriate, valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.